



Reflecting on Accomplishments and Looking towards the Future:

Report on the 2010/2011 Annual General Meeting

Bright morning sunshine and the picturesque setting of the Oshawa Golf and Curling Club provided a welcome backdrop on May 19 for the 2010/2011 annual general meeting.

The board of directors and chapter members met over breakfast for an update on the 2010/2011 board year events and accomplishments, as all were eager to hear keynote speaker, Claude Balthazard, share highlights of the strategy and future direction of the HRPDA.

Outgoing president, Gian Detta Colli led the morning's events – the standard order of business of annual reports, approval of minutes, review of financial statements, appointment of auditors, and approval of the slate of directors for the coming year.

Highlights of the committee reports include:

Catherine McGuigan reported for the Program Committee that they had another year of successful events and will be working over the summer to continue planning this board year's events. The key initiative underway is to evaluate the potential for offering webinars to reach out to more members at their desk or using a mobile device.

Sean Mitchell, on behalf of the Government Relations Committee, was pleased to report that they provided timely information related to Bill 138 and AODA through newsletter articles,

the government relations corner on the HRPAD website, and special communications.

Lee Davies reported for the Membership Committee, advising that the Durham chapter continues to grow, with the membership level now up to 741 members. The success of the mentorship program was shared along with their goals to expand this program in the coming year.

Tracey Starrett shared news from the Communications Committee, including improvements in the quality of the *Resource* newsletter, the introduction of themed issues, a dedicated date for publication of each quarterly issue, and a greater focus on member contributions to the newsletter. The success of their recent RFP for new providers for the *Resource* newsletter, and their further expansion into social media was also discussed.

Marcia Newell presented for the Nominations Committee and introduced new members, Gary Gannon and Janice Beyore.

Following the committee reports, Gian made a special presentation to departing board member, Deena Durack, with Rebecca Lauzon accepting on Deena's behalf. Gian also introduced incoming president, Lee Davies, and wished him well in his two-year term.

Next Issue: Focus on You!

The HRPAD Communications Committee meets on a regular basis and selects article topics based on member needs and current topics of interest.

Upcoming issues of *Resource* will focus on the following themes:

September 2011

- Training, Development and Learning

December 2011

- Employment Law

Watch for these subjects and more in our future publications.

Don't forget to provide your feedback and suggest topics that are relevant to you!



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Human Resources
Professionals
Association

**Durham
Chapter**

Shaping Organizational Excellence

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From the President's Desk



Spring is the time for renewal and reflection. At HRPAD Durham Chapter, we have recently held another successful Annual General Meeting (AGM) during which, among other

things, we acknowledged the contributions of both departing board member, Deena Durack and our past president, Gian Detta Colli. I want to express my appreciation for the work done by our board members – all volunteers – who have consistently gone the extra mile to make HRPAD Durham a successful chapter. I also look forward to receiving mentoring from Gian, whose exemplary leadership was so important over the last two years.

This is an exciting phase, as the board has identified it as a timely opportunity to do strategic planning for the chapter.

The Provincial Association has embarked on its planning, and our timing allows us to follow just behind that process, as we do our planning through the summer and early fall. I invite any one of our members who has ideas on where the chapter should focus over the next several years, to come forward. We can always use your contribution to the process. Please contact me or any board member – just visit: www.hrpa.ca/HRPAchaptersites/Durham for contact information.

I look forward to my term as president and know that our strong board and other volunteers will continue to make a positive difference to the human resources profession in Durham.

Lee Davis, CHRP
HRPAD President

ldavies@kerrysplace.org

2011/2012 Board of Directors

At the Annual General Meeting on May 19, 2011, the Human Resources Professional Association Durham Chapter (HRPAD) confirmed its slate of directors for the 2011/2012 board year.

New members, Janice Beyore and Gary Gannon will each serve a three-year term. As is the required practice, the Nomination Committee first interviewed and completed reference checks for the two nominees, permitting both candidates to be successfully elected to serve their terms. Sean Mitchell was also re-elected for a second term.

With these additions and re-elections we are pleased to present the HRPAD board of directors for 2011-2012, as shown on the left-hand column of this page.

Committee chairs and the role of vice-president will be determined shortly. Special thanks are extended to Tanya Sinclair, Deena Durack, Iman El-Asar and Marcia Newell for their dedication and determination, as they worked tirelessly on the Nomination Committee.

Krista Root, CHRP
Nomination Committee Chair
rootk@yahoo.com



Lee Davies

Incoming president, Lee Davies brings a wealth of experience, both in organizations and at the Association level, to his new role. We sat down to chat with Lee and learned a little more about our new leader.

How long have you been involved with HRPA and HRPAD?

I've been a member of HRPA since its early days as Personnel Association of Ontario, back in the '70s. I was on their Government Relations Committee for 12 years. I've been a member of HRPAD since 1990, when I came back to this region from London, Ontario. Deciding to contribute locally, I joined the HRPAD board five years ago. Since then, I've been involved with both the Government Relations and Membership Committees.

What roles have you held in your career?

My first career was in the health sciences. I was a medical lab technician, and then taught anatomy and physiology to nursing, dental assistant, and dental hygienist students. After my graduate work at OISE/University of Toronto, I began to focus on education, training, and the organization development side of human resources.

In private consulting for 12 years, I also worked as an accreditor for the Masters of Health Administration program for universities such as Yale, Dalhousie, University of Ottawa, Duke and the University of North Carolina.

I've held a variety of roles in human resources, organizational development, and quality enhancement, in a range of organizations. Most have been in the profit side of health care/social services.

My current role is as Chief Human Resources officer at Kerry's Place Autism Services, which provides support to individuals and families in communities and in residential settings. My role is leader of the HR and Quality function. Kerry's Place is a large organization, with 850 staff in four regions of the province, spanning from Kingston to Kitchener.

What has been your favourite HR role and what did you enjoy about the role?

Organization development has been woven through a variety of my roles, which I have thoroughly enjoyed. I derive a great deal of satisfaction from helping people see how their contribution makes a difference to achieving the organization's vision.

What do you hope to accomplish in your role as incoming president?

I want to provide leadership to the chapter in ensuring that we are offering services of value to our membership, and

ultimately, making HRPAD an organization of choice for HR professionals within Durham.

What accomplishment of HRPAD that you've been involved with are you most proud of?

The Mentorship Program was worked on by the Membership Committee before I became involved. We've continued that work and implemented and tested a pilot project that has now become a regular program. It's a service that meets the needs of both experienced HR professionals who want to mentor, and those newer in HR who want to benefit from that experience.

What do you see as the single biggest HR challenge for the next five years?

It would probably be figuring out how to incorporate different age groups into the workforce – dealing with the generational challenge. As more and more of the baby boomers retire, how are we replacing that workforce?

Who do you see as a leader in today's world? Why?

I really admire Stephen Lewis. He has dedicated himself to special causes, such as the issue and solutions to AIDS. He is an intelligent, articulate man. When I hear him speak, I am struck by how much of a difference he is making.

What book are you currently reading?

I usually have several on the go, but the one I just finished was *Coventry* by Helen Humphreys. It's about the bombing of Coventry, England during World War II. With great character development, it tells the story of how that event impacted the protagonists.

How do you spend your free time?

I do quite a bit in my spare time. I'm on the board of ECO-Village network – a group that encourages development of environmentally sustainable communities where, after eight years as president, I am in my second year as vice-president. I also play tennis, garden, and participate in Qi-Qong – a form of eastern exercise. I cover a lot of miles walking my two Labrador retrievers, and spend time with my children and seven grandchildren.

What's one thing most people wouldn't know about you?

I'm a high-powered runway model in Uxbridge for Strawberry Threads, my daughters' clothing store.

Another Year of Successful HRPAD Events

Program Committee Update

CHRP Recognition Dinner

The Durham Chapter congratulates 41 members on receiving their CHRP designation this past year. On May 5, 19 of our new CHRPs gathered at Harpo's in Oshawa for a recognition dinner hosted by the chapter.

Congratulations to our new CHRP members – some of whom were able to join us for this photo.



Reflecting from page 1

In his first role as president, Lee thanked Gian, on behalf of the board and members, for his valuable contribution to the chapter during his term as president. Chapter member Sean O'Connell was on hand to capture the moment on his mobile device.



Gian Detta Colli welcomes Lee Davies into the HRPAD president's role.

With board matters all addressed, the attention of the AGM shifted to our keynote speaker, Claude Balthazard, PhD, CHRP.

2010/2011 Events

We hope that all of you have enjoyed participating in our many events over the past year. With your continued help and input, our 2011/2012 event year will also be full of interactive, informative, and fun events. Stay tuned and check the HRPAD website throughout the summer for details on what we have in store for the fall.

If you have an idea for an event topic, please forward to the Durham Chapter via email to: hrpad@adminedge.com

We look forward to seeing all of you at our 2011/2012 events.

Have a fun and safe summer.

Catherine McGuigan, Co-Chair
Sara Bragg, Co-Chair
Program Committee

Claude, who is vice-president, Regulatory Affairs and Registrar with HRP, spoke to us about the HRP's long-term strategy, their stage in the strategy development process, as well as the current status of Bill 138. Fielding questions from attendees, Claude clarified the HRP's stance on their vision and strategy, and talked in detail about the possibility of Bill 138 not being passed prior to the adjournment of the Ontario Legislature in June, and the implications for the future of the Bill.

On behalf of the chapter, Tracey Starrett provided comment on Claude's presentation, indicating that it provided valuable context and inspiration to the chapter and its members. Tracey concluded her remarks with thanks to Claude, on behalf of the HRPAD, as we embark on a new year of board activities.

The AGM ended on a positive note, with new connections being made and familiar faces being welcomed back.

The AGM Sub-committee extends its thanks to Rebecca Lauzon for her invaluable behind-the-scenes support in making this event a success, and to the many members who showed their support through their attendance.

Sean Mitchell, Tracey Starrett, and Krista Root
HRPAD Annual General Meeting Sub-Committee

Mentoring, Growing and Retaining Membership

Membership Committee Update

This year, the HRPAD Membership Committee was a team of dedicated volunteers: Mary Norton, Iman El-Aassar, Leyland Muss, Tracey Newall, Tanya Sinclair, and Lee Davies, Chair. The committee placed its focus on two important and ongoing projects.

The first focus was to direct the mentoring pilot program and to evaluate its success. Several updates to this have been shared in previous editions of *Resource*, as well as updates to members via email, so we're confident we kept you current. If you are interested in participating in the mentorship program for 2011/2012, please contact the HRPAD office.

The Membership Committee's second focus was, and will continue to be, on strategies for growing membership and retaining members. The past year brought continued the success in this regard, as the chapter membership grew from 690 members at the beginning of the year to 741 members at the end of the membership year.

We also reviewed the HRPAD member satisfaction survey results for our chapter, and then contacted chapters who had received the best satisfaction results, to discuss how their approaches might apply to our chapter. We reviewed

our program for contacting new members by email at the one-, six- and 12-month periods. Although we were satisfied with this program, with the assistance of Jennifer Eiler, our HRPAD territory marketing representative, additional strategies for contacting members are being explored. This will be a major focus for the new Membership Committee in 2011/2012.

Speaking on a personal note, as I take on the responsibilities of chapter president, I will no longer be chairing this committee. Nonetheless, I intend to keep in close contact with the committee over the coming year. Having truly enjoyed working with the members of the committee, I know they will endeavour to make a very positive contribution to the chapter's continued success.

Lee Davies,
Membership Committee Chair
ldavies@kerrysplace.org

Focus, Farewells, and the Future

Communications Committee Update

Our major project this past year was managing the Request for Proposal (RFP) process seeking the new service providers for *Resource*. The entire process involved a considerable time commitment for the task team, but also provided a significant learning experience. Now that we've completed the selection process, we'll be working with the new service providers throughout the summer, creating the new look for *Resource*.

As we enter a new board year, we'll be saying goodbye to several members of the committee, including Shelley Watkin and Jackie McGregor, who will be putting their involvement with HRPAD committees on hold in order to focus on recent job changes. Julie Blake and Sean Mitchell will be moving to other committees within HRPAD. We extend our thanks to all committee members for their efforts during their tenure. We wish them the best of luck as they explore new opportunities within and outside the board. Marcia Newell and I will remain on the committee and welcome participation from chapter members with an interest in communications.

For the upcoming year, our continued focus will be on enhancing, streamlining, and expanding the ways in which we communicate with our members. The current tools we use, such as the website, social media, and email blasts will all remain part of our strategy, along with new tools we're testing. As always, our goal is to provide timely, high-quality communication to our chapter members.

On behalf of the communications committee, have a great summer!

Tracey Starrett, CHRP
Communications Committee Co-Chair
tstarrett@starrettgroup.ca

You Win Some, You Lose Some

Government Relations Committee Update

The biggest news in government relations this past year was certainly Bill 138. The HRPAD has worked hard to make information about Bill 138 accessible to you, and to provide opportunities for further understanding and discussion on the Bill. Although it passed second reading in March 2011 and was referred to the Standing Committee on General Government, time ran out for the Bill and other private member Bills to be heard before the legislature broke for the summer on June 2. The Bill will be reintroduced in the next session of the legislature, after the fall elections.

On a sad note, we bid adieu to Deena Durack, former co-chair of the Government Relations Committee, who resigned near the end of this term to focus on a new stage in her career. Sean Mitchell will be interim co-chair until new committee rosters are formalized later in June. Please join our committee in wishing Deena all the best in her new endeavours.

What will 2011/2012 bring? As always, the government relations landscape is contingent on government activity. With both federal and provincial parliamentary sessions breaking for the summer, it will be rather quiet between now and the fall session; however, we'll provide you with a first look at any important issues that come to light over the summer. A renewed mandate for the federal Conservatives, as well as the pending fall provincial election, will make for an interesting year in the government relations arena.

On behalf of the Government Relations Committee, have a great summer and we'll see you again in September!

Sean Mitchell, CHRP
Government Relations Committee Co-Chair
s.mitchell@blacktalonsolutions.com

Highlights of the Accessibility for Ontarians with Disabilities Act (AODA):

The *Accessibility for Ontarians with Disabilities Act (AODA)* was enacted in 2005, to allow persons with disabilities easy access to customer service, information and communication, employment opportunities, and transportation. With the Ontario government's plan to make the province totally accessible by the year 2025, public sector organizations are already required to comply with the standards as outlined in the *Act*. By January 1, 2012, all other persons or organizations who provide goods and services must also comply. Organizations must respect the needs of these individuals and provide their highest quality service to them. While the legislation has wide reach across all kinds of services, there is a significant impact on the programs and services that fall under the scope of human resources.

So just what is involved for HR?

Human resource programs and policies must comply with the AODA standards, and staff are to be trained in accordance with such standards.

Reports must be filed annually to document the company's successful compliance with the AODA.

Organizations with more than 20 employees must document all policies, procedures, and practices as well as inform their customers that the documents are available upon request.

A suggested approach

The appointment an AODA coordinator — assigning direct responsibility to a staff member, similar to the approach taken with privacy officers — is recommended to give the required attention to this important legislation.

Continuous documentation of policies and procedures will make it easier for an organization to review its policies, ultimately, for changes to be made. Not only will successful policies and procedures increase awareness throughout the organization, but it will help to create a solid accessibility reputation for the company throughout its customer community.

By Michael Farinha,
Government Relations Committee

Links to information about the Accessibility for Ontarians with Disabilities Act:

- 🔗 [Text of the *Accessibility for Ontarians with Disabilities Act, 2005*](#)
- 🔗 [Ontario Ministry of Social Services web page about making Ontario accessible and what your company needs to do](#)
- 🔗 [Ontario Ministry of Health Promotion and Sport accessibility plan.](#)
- 🔗 [Accessibility plans developed by Ontario government ministries.](#)

Accessibility and Accommodation – Advantageous to Us All

The [Accessibility for Ontarians with Disabilities Act](#) (AODA) is provincial legislation designed to achieve accessibility for persons with disabilities by the year 2025. Customer service, the first of five initiatives set forth in the *Act*, had a compliance deadline of January 1, 2010 for public sector employees. By January 1, 2012, all employees in the private sector who interact with members of the public will be required to complete an online disability and awareness training session.

Accessibility involves far more than designated parking spots, and represents a new way of thinking. Jeanette Parsons, the accessibility co-ordinator at Queen's University, states that accessibility is all about removing barriers. If you ban all students from using laptops, those with a hearing disability, who require a computer, are singled out. Such a policy would create a barrier that would force these students to say, "I am different." It is therefore essential to assess the implications for accessibility when new rules are being considered.

Often accommodating those with disabilities requires flexibility and creative solutions, rather than a lot of money. Employees with episodic disabilities, such as multiple sclerosis, lupus and arthritis, can experience extended, largely symptom-free durations. Nonetheless, they often face systemic barriers such as inflexible workplace practices and a lack of understanding when symptoms occur.

Simple solutions such as modifying hours worked or job tasks, time off for medical appointments and even moving their workspace closer to the washrooms can help these employees be more productive in the workplace.

Statistics show that 1.85 million, or one in seven, people in Ontario have a disability, and 1.03 million Ontarian's with disabilities are capable of working (www.AccessON.ca). From an economic standpoint, enabling increased workforce participation among people with disabilities will not only increase their individual and family income, but it could also increase the gross domestic product (GDP) per capita in Ontario by up to \$600 per annum. (<http://martinprosperity.org/research-and-publications/publication/releasing-constraints>)

When it comes to accessibility and accommodation of those with disabilities, we all win. Considering how our decisions affect employees and customers, coming up with creative solutions means everyone can benefit. But accessibility means a great deal more than a wheelchair ramp.

Susan Ludwinski BBA, CHRP
Program Committee Member



get involved

The Board of Directors encourages you to join a committee. Standing Committees of the Board include Government Relations, Program, Membership and Communications.

Contact the Chapter office at
905.721.9564
to get involved.

mission statement

The members of the HRPAD are committed to making the Durham Region an exemplary community in which to work and achieve successful business results.

This will be achieved by:

- advocating excellence in the leadership of Human Resources,
- providing opportunities for professional development and advancement, and
- promoting the Human Resources profession and designation.



Janice Beyore, RPR

Our newest member of the HRPAD board, Janice Beyore, RPR, sat down with us to share a little about herself. The drive and passion she's demonstrated in these answers will be a real asset to the board and the chapter.

Welcome, Janice!

What roles have you held in your career?

Over the past 10 to 15 years, I've had several roles in my career, with different organizations, including: HR consultant, owner and operator of a recruitment business, Director-at-Large for the Clarington Board of Trade, as well as a project leader, staffing specialist and assistant manager.

What has been your favourite HR role and what did you enjoy about the role?

Although I love my current HR role, I would have to say my favourite was when I was asked to go to Ottawa for eight months to lead a staffing project for the Bank of Canada. I was close to family and got to see Ottawa for all of its qualities, while doing something that was very fulfilling and rewarding at the same time. Managing a variety of individuals was definitely the biggest challenge. Great opportunity!

Who do you see as a leader in today's world? Why?

My father! You could always count on him to be in your corner... encouraging you to always work hard, treat people with respect, stand up for what you believe in, and strive to always upgrade your knowledge and skills. Because of his influence, I believe I am a much more well-rounded person. I believe that some of the traits that he instilled in me are why I have chosen the path of Human Resources. My father was a very successful, intelligent and kind-hearted individual. Sometimes life throws us extraordinary challenges, and because of the things he taught me along the way, I am able to deal with these challenges more effectively, making me a much stronger person.

What book are you currently reading?

I am currently reading *Yes you can... Just Change It* by Peggy Grall.

What keeps you occupied in your free time?

My free time is spent at the gym three to four days per week, working out with a personal trainer. I also swim lanes at one of Clarington's finest pools and, now that the weather is starting to cooperate, maybe I'll be getting in a few rounds of golf or swimming in my own pool. As well, volunteering was a big part of my past and I am looking forward to making it part of my future.

What do you see as the single biggest HR challenge for the next five years?

Talent gaps within organizations. To insure that the right people with the right skills are in the right place at the right time so that the business can execute its strategy.

What do you see as the added value of being a member of the HRPA?

Having the resources available on upcoming and current topics/trends is definitely an added value. The ability to continue with upgrades throughout your career through webinars/seminars, conferences etc., is also important.

What's one thing people wouldn't know about you?

One thing that people might not know about me is that, as one of my 'bucket list' items, I acquired my M2 licence last spring and purchased a motorcycle. This was a true test of my endurance, courage and confidence. Now that I have succeeded, I can move onto the next item on my list of life's achievements.